



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION

Class Title	Librarian	Department	Library	Division
Classification per 2.76 RMC	<input type="checkbox"/> Executive (City Officer or Department Head) <input type="checkbox"/> Managerial Service <input type="checkbox"/> Deputy/Assistant Service <input type="checkbox"/> Supervisory <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Confidential <input type="checkbox"/> General Employee			Work Location <input type="checkbox"/> City Hall <input type="checkbox"/> Fire <input type="checkbox"/> Health <input checked="" type="checkbox"/> Library <input type="checkbox"/> PW <input type="checkbox"/> Police
Full-Time / Part-Time	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time, Hours per week <u>20</u>	Supervisor Title	Director	
HR Only	Working Title	Salary Grade -	FLSA Code:	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt

Position Summary – Summarize the purpose and primary responsibilities for this position. (Job Announcement Wording)

Do you live and breathe community engagement? Are you a Librarian in need of a more flexible work schedule? We are hiring a part-time Teen Librarian full of creativity and passion for Library services. With a detail-oriented mindset, you will create thoughtful programming and promotional material. You lead the charge behind-the-scenes and front-and-center – as an expert in reference work, and a pro in conducting library tours and orientation programs

SECTION 2 - DESCRIPTION OF EXPECTED WORK HOURS/CORE FUNCTIONS, ESSENTIAL DUTIES & RESPONSIBILITIES

The core functions/essential duties/responsibilities of the job, which are the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Wording that provides a clear for someone not familiar with the work is used. Terminology or acronyms that are not widely known are avoided. The list includes the duties that are most important at the top, and the estimated percentage of the total annual time that each item takes. (FYI - 10% equates to roughly 200 hours of a work year.) Duties and responsibilities that account for as close to 100% of work time as possible are listed. Catch-all categories may be included but are not evaluated as part of the classification for the position (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated. **Frequency Codes:** Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Expected Work Hours/Core Functions/Essential Duties and Responsibilities of the Position		Frequency	% of Annual Total Time
Expected Work Hours	<input type="checkbox"/> Normal Business Hours (M-F, 7 am- 3:30 pm); but may work alternative schedules as required <input type="checkbox"/> Full-time salaried position ¹ <input type="checkbox"/> Emergency call outs, before and after standard scheduled hours of work including weekends and holidays <input type="checkbox"/> Watch Duty <input checked="" type="checkbox"/> Other, describe: Part-Time Regular attendance is an essential function of this job to ensure continuity of service delivery.		
Informational/directional reference services: assess patron's information needs and appropriately identify materials, databases, and websites to match information needs		D	50
Basic technology assistance: assist patrons with computer and device questions, provide one-on-one technology lessons per patron request and need. Technology used includes Windows Software, Sierra Library Management Software, Envisionware, reference databases and sites, copy machine, microfilm reader, printers, multi-line telephone, graphic design software		D	15
Monitor library spaces, act as Librarian –in –Charge		D	5
Collection development: select new materials based on reviews and demand, weed materials from collection based on relevancy, condition		D	5
Basic Cataloging: add bibliographic records following cataloging standards, edit and update records		W	5
Programming: creates, markets and facilitates library programs and outreach events/opportunities		W	10
Social Media: maintain library social media accounts; promotes library resources, services and programs via social media outlets		D	8

¹ with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs. Accessible by cell phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

[illegible]

SECTION 3 - COMPETENCIES, KNOWLEDGE, SKILLS AND ABILITIES

If checked the following are applicable to the position: ☒ maintains the ability to competently and credibly testify in court; ☒ maintains ability to lawfully operate designated motor vehicles at all times when driving duties are performed; ☒ maintains the ability to travel throughout and enter all different properties in the jurisdiction

Job Specific

List the desired knowledge, skills, and abilities needed to be successful in performing the position (e.g., knowledge of local government organization and administration; skill in listening, critical thinking, problem analysis and problem-solving; ability to quickly adapt and learn specialized software systems and databases)

Ability to listen and effectively communicate to a diverse community

Ability to multitask, oftentimes primary responsibilities (i.e. collection management, program planning, etc.) are being accomplished while staffing a public desk and assisting patrons

Knowledge of technologies and software and the ability to adapt quickly to learn new systems and devices

SECTION 4 - JUDGMENTS / DECISION-MAKING

Five of the most typical judgments/decisions made in performing the job as well as the solutions to these problems, and the resource, input or guidance others provide in arriving at the decision. Who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Assessing and prioritizing patron requests/needs in professional and confident manner	Order received or ease of accomplishment	Guidance/assistance from coworkers, experience	Adult and Circulation Services Supervisor
Identifying and responding to inappropriate patron behavior (while allowing for individual liberties)	Verbal request for behavior modification, verbal request for patron to leave, police intervention	Past precedence, library policy, personal judgement	Director/Adult and Circulation Services Supervisor
Gauging appropriate amount of time to devote to individual reference interactions	Work as efficiently as possible while maintaining good customer service standards	Personal experience and advice from leadership	Adult and Circulation Services Supervisor
Assessing quality and need for materials to be purchased in order to develop and maintain library materials collection	Reading reviews, considering community demand	Professional journals and periodicals, Baker & Taylor	Adult and Circulation Services Supervisor
Task and time management within library's unique daily schedule (work both on public desks and off)	Prioritize tasks accordingly and ensure that duties do not exceed what is manageable	Personal experience and advice from leadership	Adult and Circulation Services Supervisor

SECTION 5 - WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS Typical work relationships with persons inside or outside of the City of West Allis.

[illegible]

SECTION 6 - EDUCATION, EXPERIENCE, CERTIFICATION, LICENSURE, TRAINING REQUIRED²

Education	<input type="checkbox"/> Less than High School <input type="checkbox"/> High School/GED <input type="checkbox"/> One Year Certificate <input type="checkbox"/> Associate's Degree <input type="checkbox"/> Bachelor's Degree <input checked="" type="checkbox"/> Master's Degree <input type="checkbox"/> Professional Degree (Engineering, Law, Library, Medicine Nursing, etc.) Field of Study: Additional Information (e.g. specific coursework, etc.):
Experience	<input checked="" type="checkbox"/> No Experience <input type="checkbox"/> < 2 yr. <input type="checkbox"/> 2 to 3 yrs. <input type="checkbox"/> 4 to 5 yrs. <input type="checkbox"/> 6 to 7 yrs. <input type="checkbox"/> 8 to 9 yrs. <input type="checkbox"/> 10 to 11 yrs. <input type="checkbox"/> ≥ 12 yrs. Describe Specifics regarding required experience (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):

Required Certification/Licensure/Training ³	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?

Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):
The City of West Allis will pay for certifications directly related to job duties.

List preferred Education, Experience, Certification, Licensure or Training –

Associate's degree - Administrative Professional or related field : Customer service experience, experience with working with people of diverse backgrounds.

² Equivalencies are used where deemed appropriate with regard to education and experience requirements. Combinations of education and experience which are likely to lead to success with essential duties and responsibilities are considered. Generally 2 years of relevant experience may be substituted for each year of education. This does not apply to required professional degrees, licensures, or certifications (e.g., juris doctorate, public health nurse, etc.). If Equivalency was indicated for Educational requirements, it should be taken into consideration when determining work experience requirements.

3 including but not limited to: valid WI Driver's License, valid WI Commercial Driver's License [CDL], confined space training, blood borne pathogen training, etc.

SECTION 7 - SUPERVISION / MANAGEMENT

A. Supervision Received by this position upon successful completion of a training period:

- ☐ **Close Supervision:** Assigned duties according to specified procedures and receives detailed instructions. Work is checked frequently.
- ☐ **Supervision:** Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.
- ☐ **General Supervision:** Normally receives little instruction on day-to-day work and receives general instructions on new assignments.
- ☒ **Direction:** Establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.
- ☐ **General Direction:** Exercises wide latitude in determining objectives and approaches to critical assignments.

B.	Type of Responsibility/Area of Action performed by this position:	Yes	No	Provides Input
<u>Direct</u> supervision⁴ of any employees.	<i>Number of FTEs and job titles of those employees listed below:</i>			
	Job Title	# of FTEs		
N/A				

SECTION 8 - PHYSICAL DEMANDS⁵ AND REQUIREMENTS /WORK ENVIRONMENT/TOOLS

N=Never (0 minutes per day) **S**=Seldom (1 to 5% of time, 1-25 Minutes a Day) **O**=Occasional (5 to 33% of time, 26 minutes to 2.5 hours per day)
F=Frequent (34 to 66% of time, 2.6 – 5.25 hours per day) **C**=Constant (67 to 100% of time, 5.26 and above hours per day)

Possess the physical capacity to perform the duties of the position including, but not limited to –	Never	Seldom	Occasional	Frequent	Constant
Carry/Lift/Lower/Push/Pull Objects or Materials of 10 - 50 Pounds			X		
Carry/Lift/Push/Pull Objects or Materials of > 50 Pounds; Handle Odd Objects		X			
Alternate Sit/Stand or Walk at Will - The ability to alternate between sitting and standing is present when a worker has the flexibility to choose between sitting or standing as needed when this need cannot be accommodated by scheduled breaks and/or lunch period.				X	
Climbing Ramps/Stairs - Ascending or descending ramps and/or stairs using feet and legs. Hands and arms may be used for balance (e.g., to hold a railing).			X		
Climbing Ladders/Ropes/Scaffolding - Ascending or descending ladders, scaffolding, ropes, poles and the like using feet/legs and/or hands/arms.	X				
Communicating Verbally - Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.				X	
Crawling - Moving about on hands and knees or hands and feet.		X			
Crouching - Bending body downward and forward by bending legs and spine.			X		
Far Visual Acuity - Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.			X		

⁴ Section 111.70 (1)(o) Wis. Stats. defines a **supervisor** as: "...any individual who has authority, in the interest of the municipal employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely routine or clerical nature, but requires the use of independent judgment."

⁵ <https://www.bls.gov/ncs/ors/physical.htm>

Fine Manipulation - Picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.		X			
Foot/Leg Controls - Use of one or both feet or legs to move controls on machinery or equipment. Controls include, but are not limited to, pedals, buttons, levers, and cranks.	X				
Gross Manipulation - seizing, holding, grasping, turning, or otherwise working with hand(s). Note: Fingers are involved only to the extent that they are an extension of the hand.	X				
Hearing Requirements					
The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes/alarms). A yes or no answer is captured for each of the five hearing requirements listed:					
One-on-one (in person)				X	
Group or conference (in person)			X		
Telephone				X	
Other sounds			X		
Passing of hearing test required	X				
Keyboarding - Entering text or data into a computer or other machine by means of a keyboard. Devices include traditional keyboard, tablet, 10 key pad, touch screen, smart phone, etc.				X	
Kneeling - Bending legs at knees to come to rest on knee(s)			X		
Lifting/Carrying - Lifting is to raise or lower an object from one level to another (includes upward pulling). Carrying is to transport an object – usually by holding it in the hands or arms, but may occur on the shoulder.			X		
Near Visual Acuity - Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers				X	
Peripheral Vision - Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.			X		
Pushing/Pulling - Pushing/pulling may involve use of hands/arms, feet/legs, and/or feet only done with one side of the body or both sides. Pushing - Exerting force upon an object so that the object moves away from the force; Pulling - Exerting force upon an object so that the object moves toward the force			X		
Reaching At/Below Shoulder Level - Extending hand and arms from 0 up to 150 degrees in a vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.		X			
Reaching Overhead - Extending hands and arms in a 150 to 180 degrees vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.			X		
Sitting - Remaining in a seated position.				X	
Standing/Walking - Standing is to remain on one's feet in an upright position at a workstation without moving about. Walking is to move about on foot.				X	
Stooping - Bending the body downward and forward by bending the spine at the waist - requiring full use of the lower extremities and back muscles.			X		
Possess the capacity to effectively and efficiently work with/in the following conditions -	Never	Seldom	Occasional	Frequent	Constant
Indoor/Office Work Environment				X	
Outdoor Work Environment Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)		X			
Insects		X			
Rodents	X				
Exposure to Various Lighting Conditions (High, Low, LED, etc.)			X		
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)		X			
Outdoor Weather Conditions (Dry/Wet/Slippery)			X		
Hazardous Fumes or Odors / Toxic Chemicals	X				
Confined Spaces (as identified by OSHA)	X				
Close Proximity to Moving Machinery / Equipment	X				
Bodily Fluids / Communicable Diseases		X			
Working Alongside Moving Traffic on Roads	X				
Electrical Hazards	X				
Vibrations	X				
Dust			X		
Interact with persons of various social, cultural, economic, personal hygiene standards, mental capacities, and educational backgrounds.				X	
Other:					

Tools Used (add as needed)	Level of Proficiency ⁶ if applicable	Never	Seldom	Occasional	Frequent	Constant
Office Equipment: Desktop Computer, Copier, Phone, Fax, Scanner, etc.	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input checked="" type="checkbox"/> Advanced <input type="checkbox"/> Expert				X	
Field Technology: Ipad/Laptop/Smartphone	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert				X	
Microsoft Outlook	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert				X	
Microsoft Word	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert				X	
Microsoft Excel	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
Microsoft Access	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert		X			
Microsoft PowerPoint	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
Adobe Acrobat Professional	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
Legistar/Granicus	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
BP Logix	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
Novatime	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
HTE/Sungard	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert		X			
Assetworks	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
General Code	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
GIS	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
GPS software and reporting	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
Civic Ready	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert	X				
Docuware (Document Management System)	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert		X			
Neogov (Insight, Perform)	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
CivicPlus (Internet, Intranet CMS)	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert			X		
Internet	<input type="checkbox"/> Basic <input checked="" type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert				X	
Personal Vehicle	Maintain Wisconsin Driver's License.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
City Vehicle	Maintain Wisconsin Driver's License.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					

⁶ Basic – Fundamental knowledge of common usage; Intermediate – able to perform independently with occasional guidance a majority of tasks related to position, utilizes tools in the most efficient and effective manner on a regular basis; Advanced – able to perform independently all tasks related to position, constantly utilizes tools in the most efficient and effective manner, able to implement and make suggestions on how the tools could improve processes and productivity; Expert – Recognized Authority, Go to person, able to teach others

Section 9 - Additional Comments

Any additional information:

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities. Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City. It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

This JDQ has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. I understand that the City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EMPLOYEE: _____ DATE: _____

SUPERVISOR: _____ DATE: _____

DEPT. HEAD: _____ DATE: _____

HR REP: _____ DATE: _____